

SELLER TYPE

A code used to identify orders for Wholesale/Resale/UNE

1	BA Retail
R	Resale
A or C	UNE
P	COIN

CL FID:

Circuit Layout identifies the type of circuit

* any code in this field identifies the service as a special service

Service Code Modifier (SCM):

Identifies the service grouping of a special service circuit .

<i>ITEM</i>	<i>SERVICE ORDER</i>	<i>SORD FILED</i>	<i>VALUE</i>
Dispatch	OCB in STAT section	OCB_COC	= 'O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<> 'O'
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	= '55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<> 'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/" after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR, SO, SL

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level
AB	DS0	QY	DS0	ED	DS3
CC	DS0	RC	DS0	EH	DS3
DA	DS0	ST	DS0	EJ	DS3
DC	DS0	US	DS0	EK	DS3
DM	DS0	WB	DS0	FI	DS3
DP	DS0	WC	DS0	GW	DS3
DQ	DS0	WD	DS0	HD	DS3
DR	DS0	WE	DS0	HE	DS3
DS	DS0	WF	DS0	HF	DS3
DW	DS0	XA	DS0	HG	DS3
DX	DS0	XB	DS0	HH	DS3
DY	DS0	XC	DS0	HI	DS3
DZ	DS0	XD	DS0	HT	DS3
FE	DS0	XE	DS0	HZ	DS3
FF	DS0	XF	DS0	JI	DS3
GA	DS0	XG	DS0	JJ	DS3
GB	DS0	XH	DS0	JK	DS3
GC	DS0	XI	DS0	LI	DS3
GD	DS0	XJ	DS0	LM	DS3
GE	DS0	XR	DS0	LO	DS3
GF	DS0	YG	DS0	LW	DS3
GG	DS0	YN	DS0	LX	DS3
GH	DS0			LY	DS3
GI	DS0			MB	DS3
GJ	DS0	AC	DS1	MD	DS3
GK	DS0	AH	DS1	ME	DS3
GL	DS0	AQ	DS1	MF	DS3
GM	DS0	AR	DS1	MG	DS3
GN	DS0	AS	DS1	MH	DS3
GO	DS0	CH	DS1	MI	DS3
GP	DS0	DB	DS1	MJ	DS3
GQ	DS0	DF	DS1	MK	DS3
GR	DS0	DG	DS1	MM	DS3
GS	DS0	DH	DS1	MP	DS3
GT	DS0	FL	DS1	OA	DS3
GU	DS0	HC	DS1	OB	DS3
GV	DS0	HJ	DS1	OD	DS3
GZ	DS0	HK	DS1	OE	DS3
HA	DS0	HL	DS1	OF	DS3
HB	DS0	HN	DS1	OG	DS3
HP	DS0	HU	DS1	QC	DS3
HQ	DS0	HX	DS1	QH	DS3
HR	DS0	IP	DS1	QI	DS3
HS	DS0	JE	DS1	TV	DS3
HW	DS0	QA	DS1	TZ	DS3
HY	DS0	QG	DS1	VR	DS3
IA	DS0	SY	DS1	YH	DS3
IB	DS0	UF	DS1	YI	DS3
ID	DS0	UH	DS1		
PC	DS0	UM	DS1		
QB	DS0	VS	DS1		
QD	DS0	VW	DS1		
QE	DS0	VX	DS1		
QJ	DS0	VY	DS1		
QK	DS0	YB	DS1		
QL	DS0				
QR	DS0				
QS	DS0				

Log files – the daily files produced by the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

There are three types of log files that are used to create the text files:

rr_XXX.log*
rrr_XXX.dlg
rrr_XXX.dtm

*rr and rrr = the robot designation and xxx = the cycle date

The Sentinel application creates the log files for the OSS. A REXX program creates the log files on the DCAS side. Currently the log files are stored on the robots for five days; however, they are FTP'd (File Transfer Protocol) daily to multiple locations including the Sentinel server for the North where they remain until written to compact disk. Once written to compact disk, copies are maintained by Sentinel and Wholesale Metrics personnel. The log files are automatically FTP'd to the Sentinel server each morning.

Text files – Text files are produced from the log files that are FTP'd daily from the Sentinel server to the Metrics PC for analysis and reporting. Daily average response times are calculated by the Sentinel program and are included in the text files. The following text files are FTP'd daily:

N_XXX.rec* All of the requests issued during the report period.
N_XXX.rep Average response times by hour and day for the report period.
N_XXX.sum Hourly counts by transaction type for the 24-hour period
N_XXX.all All of the requests issued during the 24-hour period including response times.
*xxx=the cycle date

Excel workbook – the format for BA internal daily distribution and reporting of the official response time results. Monthly average response times are calculated in the Excel workbook.

The following Excel workbook is updated and distributed internally each business day:

Sentl-no.xls

Transactions included in the Sentinel text files:

BOSS1_T_BCO	OSS – BOSS Product and Services Availability Simple Business
BOSS1_T_CCO	OSS – BOSS Product and Services Availability Complex Business
BOSS1_T_CSR	OSS – BOSS Customer Service Record
BOSS1_T_RCO	OSS – BOSS Product and Services Availability Residence
BOSS2_T_CSR	OSS – BOSS Customer Service Record
DCAS68_ADR	DCAS – Address Validation
DCAS68_ADRTNR	DCAS – Telephone Number Restore
DCAS68_ADRTNS	DCAS – Telephone Number Select
DCAS68_CSR	DCAS – Customer Service Record
DCAS68_DDA	DCAS – Due Data Availability
DCAS68_PSA	DCAS – Product and Services Availability
PREMIS_NE_T_REQPREM	OSS – PREMIS Address Validation
PREMIS_NE_REQTNR	OSS – PREMIS Telephone Number Restore
PREMIS_NE_REQTNS	OSS – PREMIS Telephone Number Select
SOP_T_WLU	OSS – SOP Due Date Availability

NAK – No Acknowledgement – the request file contains an error (bad transmission) as received by the DCAS host (DCAS only)

SEM – System Error Message – the request file contains a syntax mistake or OSS is unavailable (DCAS only)

ACK – Acknowledgement – the request file is accepted by the DCAS host (DCAS only)

TIMEOUT – neither a SEM (DCAS) nor an indication of a successful response is received by the robot within a predetermined amount of time. (DCAS and OSS)

Timeouts for the DCAS transactions are set at 60 seconds except for the Telephone Number Select transaction which is set at 330 seconds to prevent conflicts in processing at different data points.

The following transactions and response time differences are measured and reported for PreOrder response times:

Customer Service Record

DCAS68_CSR
BOSS1_T_CSR
Difference

Address Validation

DCAS68_ADR
PREMIS_NE_T_REQPREM
Difference

Due Date Availability

DCAS68_DDA
SOP_T_WLU
Difference

Telephone Number Select

DCAS68_ADRTNS
PREMIS_NE_REQTNS
Difference

Product and Services Availability

DCAS68_PSA
BOSS1_T_BCO
Difference

SENTINEL PROCESS – NOTES:

There are currently two robots that log into applications and execute transactions for the PreOrder response time measurement process. The Sentinel process and the resulting response times are common to the BA North footprint due to the commonality of the interface. Transactions are executed through customizable scripts created for each application based on replications of actual transactions of a Bell Atlantic service representative using the OSS and of a CLEC representative accessing the OSS through the DCAS interface. The ROBOT creates log records that show whether the transaction was successful or failed, and records transaction response times.

The robot sends the DCAS transactions to the same web server that the customers use. There is no difference between the processing of the Sentinel transactions and those submitted by the CLECs through the interface and back-end applications. Corresponding transactions are sent directly by Sentinel to the OSS as well.

The process is active on a 7 day by 24-hour basis. However, only those transactions included in the report period as defined above are recorded and documented as PreOrder response times. Data from the Sentinel robot log files is processed daily and average response times by hour and by day for each of the above transactions is calculated and included in the text files that are used for input to the Excel workbooks. These daily response times are subsequently averaged by month in the Excel workbook.

Appendix C
Pre-Ordering
Sentinel Additional Details
(continued)

The resulting averages and the differences between the corresponding retail and wholesale average response times are reported and distributed daily.

NAKs, SEMs, and Timeouts are not included in these calculations. They are removed from the queue and reported separately in the text files. ACKs, by themselves, are also not included in the calculations but the acknowledgement process is part of the overall process for a successful transaction.

Daily average response times as received in the Sentinel text files are reported "as is" in the Excel workbook with the exception of Telephone Number Select for OSS. It is not possible to do a Telephone Number Select transaction in DCAS without including an Address Validation. However, in the OSS these transactions are separate and manual effort is required to update the service rep's screen in between actions.

In order to make a like for like comparison between DCAS and the OSS an adjustment is made to the response times prior to calculating the DCAS and OSS response time differences. The daily average response time for the PREMIS Address Validation transaction is combined with the response time for the PREMIS Telephone Number Select transaction. Monthly average response times and differences are calculated and reported at the close of each month. The monthly average is calculated for each transaction type by averaging all of the daily average response times. Monthly results include response times for each of the PreOrder transaction types and a Non-CSR Combined average response time for the non-CSR transactions. This is calculated by averaging each of the monthly averages for the non-CSR transactions. Transaction count weighting factors are not included in the averaging process.

Summary of Bona Fide Request Process (BFR)¹

The following is Bell Atlantic's BFR Process:

1. BA shall promptly consider and analyze requests for interconnection, access to UNEs through the submission of a BFR.
2. A BFR shall be submitted in writing and shall include a technical description.
3. The requesting CLEC may cancel a BFR at any time, but shall pay BA reasonable and demonstrable costs of processing and/or implementing the BFR up to the date of the cancellation.
4. Within 10 Business Days of its receipt, BA shall acknowledge receipt of the BFR
5. Except under extraordinary circumstances, within 30 days of its receipt of a BFR, BA shall provide to the requesting CLEC a Preliminary Report including analysis of such BFR. The preliminary analysis shall confirm that BA will offer the arrangement, service or element or will provide a detailed explanation that it is not technically feasible and/or that the request does not qualify to be provided under the Act. If the request is found to be valid, the Preliminary report shall include a time and cost estimate for completion of any Detailed Report.
6. If BA determines that the BFR is technically feasible and otherwise qualifies under the Act, it shall promptly proceed with developing the BFR upon receipt of written authorization from the requesting CLEC. When it receives such authorization, BA shall promptly develop the requested service, element or interconnection arrangement, determine its availability, calculate the applicable prices and establish installation intervals.
7. Unless the Parties otherwise agree, the Requested service, element or interconnection arrangement must be priced in accordance with Section 252(d)(1) of the Act.
8. As soon as feasible, but no later than 90 days after its receipt of authorization to proceed with developing the BFR, BA shall provide to the Requesting CLEC a Detailed Report containing the complete BFR request quote which will include, at a minimum, a description of each request, the availability, the applicable rates and the installation intervals.
9. Within 90 days of receipt of the Detailed Report, the Requesting CLEC must either confirm its order for the BFR pursuant to the BFR quote or seek arbitration by the Commission pursuant to Section 252 of the Act.
10. If a Party to a BFR believes that the other Party is not requesting, negotiating or processing the BFR in good faith, or disputes a determination, or price or cost quote, or is failing to act in accordance with Section 251 of the Act, such Party may seek mediation or arbitration by the Commission pursuant to Section 252 of the Act.

¹ From P.S. C. No. 916, Section 16. Issued in compliance with Order of the Public Service Commission, dated April 1, 1997

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to BA for a loop hot-cut with LNP. BA returns a FOC to the CLEC with the date and time for the cutover. BA also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC. BA sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID/CTX. If the CLEC uses DCAS or other mechanized interface for LSR, the FOC, (or more correctly the LSC), will be returned to the CLEC the same time the service order is issued and the message goes to the NPAC. If a paper LSR is used, BA-NY will send the LSC back to the CLEC after BA-NY issues the order.

The first company that sends the subscription version to NPAC starts the NPAC concurrence timers. Since BA's internal service order generates the FOC and NPAC create message at the same time, BA's activity starts the NPAC timers. This process is outlined in the industry agreed upon NANC LNP Process Flows. The CLEC/new service provider has 18 hours to enter their subscription from the time the BA-NY subscription version is sent to the NPAC. NPAC hours are from 7 am to 7 pm Central Time excluding weekends and holidays. If the CLEC does not enter a subscription within the 18 hours, then their subscription will be canceled. This timing issue and NPAC subscription version cancellation was a problem for many CLECS when they first started porting with the LNP process.

Upon receipt of the FOC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when they are ready to port, a second message to NPAC to activate LNP in real time. BA has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. On the date due the CLEC will send an ACTIVATE message via SOA to NPAC when they are ready to port the Bell Atlantic number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Bell Atlantic number associated with an Unbundled Loop HOT CUT conversion:

Prior to the due date, the BA Regional CLEC Co-ordination Center (RCCC) will arrange with internal BA personnel to have the cable pairs moved on the agreed upon due date at specific time known as the frame due time (FDT). In addition, at least one day prior to the due date BA will install a 10 digit unconditional trigger on the BA line (during the porting process, it is BA's policy to place the 10 digit trigger on all non-Centrex/DID numbers to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP or INP) of unbundled loops, the CLEC is required to have dial tone at their collocation 48 hours before the DD. The RCCC will verify dialtone 24 hours before the cutover and notify the CLEC of any problems found. On the due date, the RCCC will call the CLEC 1 hour before the scheduled cutover time to ensure that both parties are ready. If the CLEC indicates that the port should proceed, BA will cut the loop at the scheduled time and report the completion to the CLEC within 60 minutes. Upon notification of the completion, the CLEC would send a notice to NPAC to activate LNP in real time, if the time was not initially specified. As long as a trigger has been placed on the Bell Atlantic line, this PORT OUT is under the total control of the CLEC. However, the line should be ported at the FDT (Frame Due Time) of the Unbundled Loop conversion to prevent any service interruptions.

Scenario 2 - PORT OUT of the Bell Atlantic number NOT associated with an Unbundled Loop HOT CUT:

BA will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the BA switch at 11:59 pm using the FDT. For informational purposes the CLEC requested work completion time will be carried on the BA service order. At the same time the service orders are issued, BA will send the FOC to the CLEC and the create subscription version to the NPAC. The NPAC 18-hour timers will start at this point. Since no hotcut is involved, once the 10 digit trigger is added to the BA telephone number, the CLEC

has control of the porting activity and there should be no customer service interruption if the CLEC completes their work by 11:59pm on the confirmed due date. If the 10 digit trigger is not applied because the BA account is Centrex or DID, then the FDT would govern the porting out activity and BA will handle in the same manner as a hotcut.

Note that triggers can be placed on all lines with OE (Office equipment). Centrex and DID service require coordination between the CLEC and the RCCC at the FDT. BA places the 10-digit trigger on all non-Centrex/DID porting orders. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the switch. This

will happen only if the CLEC has updated the LNP database via an NPAC activation message.

Basically the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. BA activates the 10 digit trigger at least 1 day prior to the porting due date; it is deactivated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose.

On all ports without a loop and with a trigger, the BA service order will carry

a FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the BA line is disconnected from the switch.

ENHANCED 911 DATABASE UPDATES

Background:

The E911 database identifies the street address associated with each telephone number, thus enabling PSAPs to automatically identify an emergency caller's location, if the emergency caller is unable to communicate this information verbally.

The E911 database is owned and maintained by BA in those counties where BA is the incumbent telephone company or has been chosen by the municipality to be the lead telephone company. However, the company that provides dial tone to a telephone number is responsible for updating the E911 database when there is service order activity. BA is responsible for updating the E911 database for their own customers, for customers of CLECs served by resale of BA's local service or by BA's UNEs. CLECs are responsible for updating the E911 database for customers that receive dial tone via CLECs' switching equipment.

The E911 database is updated by means of an electronic interface. BA updates the E911 database once each evening from the BA service order systems through a file transfer protocol. Facilities based CLECs use PS/ALI and have the opportunity to upload their records 10 times per day. BA developed this interface for PBX's and subsequently it is available for use by CLECs so that they can update the E911 database when they provide the dial tone.

When BA or a CLEC attempts to update the E911 database, the address is compared against a range of permissible street addresses contained in the Master Street Address Guide (MSAG). The MSAG is compiled by the E911 municipalities and consists of address information provided by each of the E911 municipalities. Thus, the MSAG is only as accurate as the information supplied by the municipalities.

If the E911 database cannot accept the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. The telephone company attempting to update the database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association called "NENA Recommended Standards for Service Provider Local Number Portability." The donor company must issue an "unlock" order to the E911 database making the telephone number available to the recipient company, and the recipient company must issue a "migrate" order to E911 database identifying the new dial tone provider. The E911 database does not have the updated customer's carrier identification code until both orders are issued in the proper sequence. Nevertheless, the customer's E911 record is present in the database and the customer's access to E911 service is unaffected. The responsibilities and procedures for updating the E911 database are described in BA's "CLEC Handbook" and "E911 PS/ALI Guide." Both documents are available to the public at BA's website.

BA's Procedures

As explained above, BA is responsible for updating the E911 database for its own customers and for CLECs that resell its local service or unbundled local switching. BA performs this function in a competitively neutral manner. For BA retail orders, BA resale orders and BA provided UNE local switching orders, the customer's name, street address, and telephone number is electronically copied from the service order and a record is created. These records are accumulated during the day and then electronically "batch" transmitted to the E911 database in the evening. BA reported on an unadjusted basis, 92% of the November updates were completed successfully on the first try, and 8% were rejected and had to be investigated. 6 of the 8% were errors where the record could not be deleted, because it was not there or could not be added because it was already there. The rejected updates and their error messages are examined manually by BA and if necessary, resubmitted the next day. Typical errors include missing street addresses, which must be worked through the appropriate county coordinator and multiple similar addresses within the same municipality.

Standards.

The two-day interval addresses the 'unlocking' and 'locking' of a customer's record to enable the customer's new carrier to make changes to the customer's service record. This process has no substantive effect on the customer's record in the E911 database. The customer's record, consisting of name, address and telephone number, still exists in the E911 database and E911 service will be unaffected.

Appendix G
Repair Disposition Codes
From CLEC Handbook, Section 8.0

8.8 (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

8.8.1 DISPOSITION CODES NORTH

Disposition Code Table	
Disposition Code	Trouble was found in:
03xx	Bell Atlantic Wire
0371	Protector
0372	Ground Wire
0373	Radio Suppressor
0381/0382	Aerial Drop Wire
0383/0384	Buried Drop Wire
0385	Block/Bridle Wire
0391-97	Network Interface Device
04xx	Bell Atlantic Cable Plant
040x	Pair Transferred
041x	Sheath, Case, End Cap, etc.
042x	Closure/Splice Case
043x	Terminal
044x	Fiber Optic Cable
045x	Fiber Termination
046x	Fiber Splice
047x	Pair Gain Analog
048x	Pair Gain Digital
049x	Cable Misc. (Pole, Guy, Trench, etc.)
05xx	Bell Atlantic Central Office
051x	Switch
052x	Translations (Software)
053/054x	Frame (Hardware)
055x	Power Equipment
056x	Central Office Misc. Equipment

Appendix G
Repair Disposition Codes

Disposition Code Table	
Disposition Code	Trouble was found in:
057x	Central Office Special Services Equipment
058x	Central Office Voice Mail Service Equipment
12xx	CPE (Customer Premises Equipment)
1220	Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies.
1232	Dispatched In/trouble proven in CLEC portion of circuit/IDC applies.
1235	Demand dispatch for cooperative test IDC applies.
1239	Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies.
1239	Dispatch Out on a demand dispatch/no access to premises/CNR applies.
1296	Dispatched In/trouble not found within Bell Atlantic's Central Office/IDC applies.

8.9.1 CAUSE CODE TABLE - NORTH

The Cause Code describes the trouble's cause.

Cause Code Table	
Cause Code	Trouble was caused by.....
1XX	Employee
2XX	Non-employee
3XX	Plant Equipment
4XX	Weather
5XX	Other
6XX	Miscellaneous
600	Unknown
610	Came Clear
698	CPE Trouble – IDC Incurred
699	CPE Trouble – Auto Generated IDC Incurred

Forecast Template Field Definitions

Header Section (See Exhibits for examples)

1. Company Name:

DEFINITION: This field identifies the Telecommunications Carrier (CLEC) issuing the collocation forecast.

USAGE: Used by Bell Atlantic to identify individual carrier forecasts.

EXAMPLE: ABC Telecom

2. Company Contact Person:

DEFINITION: This field identifies the individual at the Telecommunications Carrier responsible to submit the forecast and act as a contact person for Bell Atlantic.

USAGE: This information will be used by Bell Atlantic to contact the CLEC if additional information concerning the forecast needs to be communicated.

EXAMPLE: Jane Doe

3. Company Contact Person Telephone Number:

DEFINITION: This field identifies the telephone number of the contact person.

USAGE: This information will be used by Bell Atlantic to contact the CLEC if additional information concerning the forecast needs to be communicated.

EXAMPLE: 212-555-1234

4. Bell Atlantic Account Manager:

DEFINITION: This field is used to identify the name of the Bell Atlantic Account Manager assigned to the Telecommunications Carrier providing the forecast.

USAGE: This information will be used by the CLEC and by Bell Atlantic to insure that the forecast is forwarded to the appropriate individual in Bell Atlantic.

EXAMPLE: Tom Dreyer

5. Date of This Forecast

DEFINITION: This field is used to identify the date on which the current forecast is being submitted.

USAGE: This information will be used by Bell Atlantic to distinguish the current view from previously provided forecast information.

EXAMPLE: August 1, 1999

6. Date of Previous Forecast

DEFINITION: This field is used to identify the most recent CLEC provided forecast date.

USAGE: This information will be used by Bell Atlantic to identify Adds, Changes and Deletions to previously forecasted information.

EXAMPLE: August 1, 1998

Collocation Specific Section

7. Request Number:

DEFINITION: This field is used to numerically identify each individual request that appears on the forecast template.

USAGE: This information will be used by Bell Atlantic to identify and refer to individual forecast requests.

EXAMPLE: 1, 2, 3 etc.

8. State:

DEFINITION: This field identifies the state for which the forecast is being made.

USAGE: This information will be used by Bell Atlantic to sort and to aggregate demand forecast data by state.

EXAMPLE: NY

9. LATA:

DEFINITION: This field identifies the LATA for which the forecast is being made.

USAGE: This information will be used by Bell Atlantic to sort and to aggregate demand forecast data by LATA.

EXAMPLE: 132

10. City/County

DEFINITION: This field identifies the city or county for which the forecast is being made.

USAGE: This information will be used by Bell Atlantic to sort and to aggregate demand forecast data by city and/or county.

EXAMPLE: Manhattan

11. Central Office CLLI Code

DEFINITION: This field identifies the eight- (8) character CLLI (Common Language Location Identifier) code of the specific central office for which the forecast is being made.

USAGE: This information will be used by Bell Atlantic to sort and to aggregate demand forecast data by Bell Atlantic central office.

EXAMPLE: NYCMNY42

12. Quantity:

DEFINITION: This field identifies the quantity of offices the CLEC expects to apply for in a specific state, LATA, city or county when the CLEC has not yet determined the specific central offices where they will apply for collocation. If a specific CLLI code is supplied, this field will always be one (1).

USAGE: This information will be used by Bell Atlantic to aggregate demand by state, LATA, city/county when the CLEC is unsure of the exact offices that will be applied for.

EXAMPLE: 5

13. Application Month:

DEFINITION: This field identifies the month in which the CLEC plans to submit the application for collocation. The year that the application will be submitted is the forecast year shown at the top of the template, for example "1998". A separate template is required for each forecast year

USAGE: This information will be used by Bell Atlantic to sort and aggregate forecast demand data by application month.

EXAMPLE: August 1999

14. Requested In-Service Month

DEFINITION: This field identifies the month in which service is required. Requested In-service month is based upon the appropriate provisioning intervals and/or tariff provisions in specific jurisdictions and is dependent on what type of collocation is being requested.

USAGE: This information will be used by Bell Atlantic to sort and aggregate demand forecast data by requested In-Service month. Note: "In Service" month refers to the point in time when the collocation project is completed, turned over to the CLEC and capable of being occupied. For Year 2 an attempt should be made to provide as much detailed information as possible. General information will be accepted for planning purposes.

EXAMPLE: January 1999

15. Type of Collocation (Physical or Virtual)

DEFINITION: This field identifies the type of collocation the CLEC plans to apply for.

USAGE: This information will be used by Bell Atlantic plan collocation space.

EXAMPLE: Physical

16. New Arrangement or Augment to Existing

DEFINITION: This field identifies whether the CLEC will be requesting a new collocation arrangement or is planning to augment an existing arrangement. Augments include expansions of existing cages, additional power requirements or additional cabling (DS1, DS3's, SVGAL etc.)

USAGE: This information will be used by Bell Atlantic to account for collocation requirements in planning collocation space, power plant growth, etc.

EXAMPLE: Power Augment

17. Floor Space in Sq. Ft. (Physical only)

DEFINITION: This field identifies the amount of square footage that will be requested for new physical collocation requests or expansion requests to existing arrangements. This field is not applicable when requesting virtual collocation.

USAGE: This information will be used by Bell Atlantic to plan collocation space.

EXAMPLE: 100 Sq. Ft.

18. Type of Equipment (Virtual Only)

DEFINITION: This field identifies the high level description of the type of equipment the CLEC will request to have installed in the virtual collocation arrangement. This information may also be supplied for physical collocation requests, but is not mandatory.

USAGE: Bell Atlantic will use this information for the planning of virtual collocation space requirements

EXAMPLE: OC48, SLC2000

19. Forecast Update Code

DEFINITION: This field categorizes the entry based on previously forecasted information.

USAGE: Bell Atlantic will use this information to synchronize new forecast entries with previously provided forecasts and collocation applications.

EXAMPLE: For an "Add" not previously forecasted enter "A"
For a "Change" to a previous forecast enter "C"
For a "Delete" to a previous forecast enter "D"

Section 6
Billing Performance
(BI)

Function		Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	4
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy	2

Billing Performance (BI)

Function:		
BI-1 Timeliness of Daily Usage Feed		
Definition:		
<p>The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as BA's.</p> <p><u>Note:</u></p> <ul style="list-style-type: none"> • BA-NY monitors the level of service order errors with the potential of delaying usage feeds; • BA-NY monitors the timeliness of the usage feed to the process on a daily basis; and <p>BA-NY offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery</p>		
Exclusions:		
<ul style="list-style-type: none"> • None 		
Formula:		
$0(\text{Total usage records in "y" business days} / \text{total records on file}) \times 100$ <p>1 (note: y = 3, 4, 5 or 8)</p>		
Performance Standard:		
<p>Process is Designed at parity with Retail</p> <p>95% in 4 Business Days</p>		
Report Dimensions		
<p>Company:</p> <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific 		<p>Geography:</p> <ul style="list-style-type: none"> • NY State
Sub-Metrics		
BI-1-01	% DUF in 3 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is 3 days or less.	Count of Usage Records on DUF tapes processed during month,
BI-1-02	% DUF in 4 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is 4 days or less.	Count of Usage Records on DUF tapes processed during month,
BI-1-03	% DUF in 5 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is 5 days or less.	Count of Usage Records on DUF tapes processed during month,

Sub-Metrics BI-1 Timeliness of DUF (continued)		
BI-1-04	% DUF in 8 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month,

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Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
<ul style="list-style-type: none"> None 		
Formula:		
$(\text{Number of Bills sent within 10 business days} / \text{number of bills sent}) \times 100$		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> NY State
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Count of carrier bills sent to CLEC ¹ within 10 business days of bill date.	Count of Carrier Bills distributed

¹ Sent to Carrier, unless other arrangements are made with CLEC

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Function:		
BI – 3 Billing Accuracy		
Definition:		
The percent of carrier bill charges adjusted due to billing errors.		
Exclusions:		
<ul style="list-style-type: none"> Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, performance remedies, out of service credits, special promotional credits 		
Performance Standard:		
No Performance Standard yet developed.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> BA Retail CLEC Aggregate 		<ul style="list-style-type: none"> NY State
Sub-Metrics		
BI-3-01	% Billing Adjustments – Dollars Adjusted	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed
BI-3-02	% Billing Adjustments – Number of Adjustments	
Calculation	Numerator	Denominator
	Count of adjustments for billing errors	Total Bills

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Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
BA Administrative Orders	Orders completed by BA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for BA official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BASIC EDITS	Front-end edits performed by DCAS prior to order submission. Basic Edits performed against DCAS provided source data include: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA Change Control procedures.
BFR	Bona Fide Request Process (BFR): See appendix D, Summary of BFR from P.S.C. No. 916, Section 16.
Collocation Milestones	<p>From P.S.C. 914 Tariff, Section 5:</p> <p><u>Physical Collocation</u></p> <ul style="list-style-type: none"> • Day 1 – CLEC submits completed application • Day 9 – BA notifies CLEC that request can be accommodated and estimates costs. • Day 14 – CLEC notifies BA of intent to proceed and submits 50% payment as set forth in 5.1.5(b) or provides written agreement agreeing to reimburse BA for all costs incurred should the CLEC withdraw its collocation request • Day 76 – BA and CLEC attend Methods and Procedures meeting and BA turns over the multiplexing node to the CLEC <p>BA and the CLEC shall work cooperatively in meeting these milestones and deliverables as determined in the joint planning process. A preliminary schedule will be developed outlining major milestones. In physical collocation, the CLEC and BA control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the BA work completion notice, indicating acceptance of the multiplexing node construction work and providing BA with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by BA of the BA work completion notice and any applicable security fee.</p> <p><u>Virtual Collocation:</u></p> <p>BA and the CLEC shall work cooperatively to jointly plan the implementation milestones. BA and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.</p>

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Common Final Trunk Blockage:	Common final trunks carry traffic between BA end offices and the BA access tandem, including local traffic to BA customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	<p>(A) <u>High Usage Trunks</u> carry two-way local traffic between two BA end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic – NY geographies.</p> <p>(B) <u>Final Trunks</u>: (All Bell Atlantic except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(C) <u>Final Trunks - Local</u> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(D) <u>Final Trunks – IXC</u> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Bell Atlantic Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a BA end user to a CLEC completed with manual coordination by BA and CLEC technicians to minimize disruptions for the end user customer. Also known as a “hot cut”. These all have fixed minimum intervals.
CPE	Customer Premises Equipment
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: 1 to 9 lines: 1 Hour 10 to 49 lines: 2 Hours 50 to 99 lines: 3 Hours 100 to 199 lines: 4 Hours 200 plus lines: 8 Hours
DCAS	Direct Customer Access System: The system developed initially for the North States (CT, MA, ME, NH, NY, RI and VT) for a CLEC to transact with Bell Atlantic. DCAS supports GUI, EDI and EIF transactions.
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.

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Dedicated Trunks	<p>(E) <u>High Usage Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office <u>or</u> carry two-way local traffic between a Bell Atlantic end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. These trunks are ordered by the CLEC.</p> <p>(F) <u>Final Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a Bell Atlantic Tandem Office <u>or</u> carry two-way traffic between an end office and a tandem switch. CLECs order these trunks from BA and engineer to their desired blocking design threshold.</p> <p>(G) <u>High Usage Trunks – BA to CLEC Interconnection</u>: carry one-way local traffic from a Bell Atlantic end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs.</p> <p>(H) <u>Final Trunks – BA to CLEC Interconnection</u>: carry one-way traffic from a BA end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. BA orders these trunks from CLECs.</p> <p>(I) <u>High Usage Trunks – IXC Feature Group D</u>: carry two-way traffic between a Bell Atlantic end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA.</p> <p>(J) <u>Final Trunks – IXC Feature Group D</u>: carry two-way traffic between an end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Bell Atlantic geographies. IXCs order these trunks from BA.</p>
Dispatched Orders:	An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	<u>Left in Dial tone Orders</u> . These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office. Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders.